



# ALLY AUTO CARE PLUS CONTRACT REGISTRATION

If you do not receive your Coverage ID Card in the mail within 60 days, call 1-800-631-5590

### Vehicle Information

Vehicle Identification Number (VIN)	Year	Make	Model
Vehicle In-Service Date	Contract Purchase Date	Current Odometer Reading	

### Contract Holder(s)

Contract Holder's First & Last Name or Company Name	Email Address	
Address	Phone Number	
City	State	Zip Code

### Vehicle Maintenance Contract

Term	Cost
Term in Months / Miles _____ / _____	Contract \$ _____
	Tax \$ _____
	<b>Total</b> \$ _____

**YOUR CONTRACT EXPIRES ON \_\_\_\_\_ OR WHEN YOUR VEHICLE'S ODOMETER READS \_\_\_\_\_, WHICHEVER COMES FIRST.**

### Lienholder Information

Ally or  SPP or Enter Lienholder Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

### Selling Dealer Information

Dealership Name	Dealer ID (Required)	Employee ID	Phone Number
Mailing Address	City	State	Zip Code

### Signature

By signing this, I agree to all the terms and conditions on the front and back of this form. I acknowledge receipt of the complete Vehicle Maintenance Contract coverage agreement at the time of signing. I acknowledge that purchase of this Contract is not required in order to purchase or obtain financing for a motor vehicle.

Contract Holder Signature \_\_\_\_\_ Date \_\_\_\_\_

The provider is Universal Warranty Corporation, PO Box 6855, Chicago, IL 60680-6855, 1-800-631-5590.

Promotion Code: \_\_\_\_\_

## Eligibility

### **YOUR VEHICLE IS INELIGIBLE FOR THIS CONTRACT IF ANY OF THE FOLLOWING ARE TRUE:**

1. The vehicle is older than current model year plus 12 years.
2. The vehicle is being used for school or church bus, shuttle service, tow truck/vehicle carrier, a limousine or exclusively as a daily rental, taxi or to transport people for a fee.
3. The vehicle has a gross vehicle weight rating (GVWR) of more than 14,200 lbs.
4. The vehicle is a motor home or a Recreational Vehicle (RV).

## Cancellation Provisions

### **Any lienholder identified on the front of this form is authorized:**

1. To receive refund for credit to the applicable account in the event the customer requests cancellation of this Contract.
2. To cancel this Contract and receive refund for credit to the applicable account in the event:
  - (A) the vehicle is a total loss; or
  - (B) the customer defaults in the obligation to the lienholder, unless the customer is a resident of New York and the default is on a credit card obligation, in which case this Contract may not be canceled.

Sample Not Use

Do

# ALLY AUTO CARE PLUS

P.O. Box 6855  
Chicago, Illinois 60680-6855  
(800) 631-5590

This Contract is between the Contract Holder identified above (“**YOU**” or “**YOUR**”) and the Provider, Universal Warranty Corporation (“**WE**”, “**US**”, or “**OUR**”), and includes the terms of **YOUR** Contract Registration.

## CONTRACT TERM

**YOUR** Ally Auto Care Plus term starts on the Contract Purchase Date and at the Current Odometer Reading shown on **YOUR** Contract Registration, and expires at the earlier of the time and/or mileage of the selected Contract term, whichever occurs first.

## DEFINITIONS

“**SELLING DEALERSHIP**” is the dealership from whom this Contract was purchased.

“**CLAIM**” refers to any **COST** for which **YOU** seek payment or reimbursement from **US** under this Contract.

“**COST**” means the usual and fair charges for parts and labor to perform a covered service.

“**VEHICLE**” refers to the covered **VEHICLE** as identified on the Contract Registration.

## WHAT THIS CONTRACT COVERS

To receive covered services, you should contact the service department of **YOUR SELLING DEALERSHIP** to schedule an appointment. **WE** will pay the **SELLING DEALERSHIP** or a licensed repair facility, subject to prior authorization, the **COST** to perform the covered services listed below using new, used, non-original equipment manufacturer (non-OEM), or remanufactured parts. If **YOU** cannot return to **YOUR SELLING DEALERSHIP** for covered services, **WE** may not pay the full cost of covered services, including parts and labor. **YOU** will be responsible for amounts not covered by **US**.

1. **LUBE, OIL, OIL FILTER & TIRE ROTATION:** Chassis lubrication, oil change, oil filter replacement, tire rotation, and fluid top-off services based on the maintenance schedule of your **VEHICLE** Owner’s Manual.
2. **MAINTENANCE:** Multi-Point Inspection, battery cooling service, engine cooling service, engine air filters brake fluid service, transmission/drive unit/differential service, transmission filter, and cabin air filter based on the maintenance schedule of your **VEHICLE** Owner’s Manual.
3. **WIPER BLADES:** Covers the replacement of wiper blades and/or inserts based on the maintenance schedule of your vehicle Owner’s Manual.
4. **SPARK PLUGS:** Covers the replacement of one (1) set of spark plugs during the term of the Contract.
5. **ALL WHEEL ALIGNMENT:** Covers one (1) service during the term on the Contract.
6. **BATTERY:** Covers the replacement of one (1) twelve (12) volt battery if not functioning within normal service during the term on the Contract. Hybrid/electric high-voltage propulsion batteries are **excluded** from coverage.
7. **BRAKE PADS:** Covers the replacement of one (1) set of brake pads per axle during the term on the Contract; carbon/ceramic brake pads are **excluded** from coverage.
8. **BRAKE ROTORS:** Covers the replacement of one (1) set of front and rear brake rotors; drilled and slotted brake rotors are **excluded** from coverage.
9. **EV/PHEV BRAKES:** Covers one (1) brake cleaning per year.
10. **HEADLAMPS/TAIL LIGHTS:** Covers the replacement of headlamp and tail lights bulbs if not functioning within normal service per during the term of the Contract; impact damage, LED and HID lights, sealed beams and lenses, headlamp and tail lights assemblies and HID assemblies are **excluded** from coverage.
11. **BULBS:** Covers bulbs limited to serviceable interior light bulbs, turn signal bulbs, engine compartment lights, daytime running lights, fog lights, stop lights, backup lights, license plate lights, parking lights, trunk lights, dome lights, courtesy lights, visor vanity lights, map lights, and glove box lights if not functioning within normal service during the term of the Contract (assemblies and LED bulbs excluded).
12. **HOSES/BELTS:** Covers hoses and belts limited to upper and lower radiator hoses, battery cooling system hoses, engine V-belts, and serpentine belts if not functioning within normal service during the term of the Contract; timing belts are **excluded** from coverage.

## **WHAT THIS CONTRACT DOES NOT COVER**

**WE will not pay anything under this Contract other than the services specifically described within this maintenance contract**

**WE** will not pay anything under this Plan:

- A. For parts and services not specifically identified in the **WHAT THIS CONTRACT COVERS** section above;
- B. For additional parts and/or fluids required as a result of the Multi-Point Vehicle inspection, or parts requiring replacement due to wear or damage. This includes but is not limited to replacement of pipes, fittings, evaporative control system (includes fuel and vapor lines and hoses, purge valve), service adjustments, clamps and cleaning as well as diesel exhaust fluid refills and other fluid top-offs;
- C. For any damage resulting from a collision, fire, theft, freezing, vandalism, riot or explosion;
- D. For any damage caused by lightning, earthquake, windstorm, hail, water, flood or animal;
- E. For economic loss including loss of time, inconvenience, lodging, food or other incidental or consequential loss or damage that may result from maintenance services;
- F. For storage charges;
- G. For any maintenance services if the odometer has stopped or been changed;
- H. For maintenance services caused by misuse, racing or other competition;
- I. For maintenance services caused by pulling a trailer or another vehicle unless **YOUR VEHICLE** is equipped for this as recommended by the manufacturer;
- J. If the New Vehicle Limited Warranty and / or Powertrain Warranty on **YOUR VEHICLE** has been voided;
- K. If a misrepresentation was made on the Contract Registration page;
- L. For maintenance services due to rust damage;
- M. Programing and recalibration of electronic components;
- N. That portion of the cost to repair or replace a covered part which is covered by any manufacturer warranty or any other coverage or other reason the manufacturer, importer, distributor, seller or repairer of the covered vehicle will repair or replace the part at its expense or at a reduced cost;
- O. Any invoice presented to **US** for payment for services not performed as described at the time of authorization;
- P. Any claim if the covered vehicle is used for competitive driving or racing, or for a prohibited commercial purpose;
- Q. Any mechanical breakdown caused by contamination, overheating, lack of coolant or lubricants, lack of oil viscosity, sludge, restricted oil flow, salt, rust and rust damage, environmental damage, chemicals;
- R. Hazardous waste disposal charges, environmental fees, storage or freight charges, adjustments, shop supplies, core charges, and correction of rattles/squeaks/ wind noise/odors/water leaks;
- S. Liability for damage to property, injury to or death of any person arising out of the operation, maintenance or use of the covered vehicle whether or not related to the covered parts;
- T. Any hoses and belts not specifically listed as covered in **WHAT THIS CONTRACT COVERS** section;
- U. Any personal expenses (except were noted under the **ADDITIONAL PROTECTION** section) arising because the covered **VEHICLE** is not available for **YOU** to use.

**Additionally, this Contract is separate from any vehicle maintenance coverage provided by the manufacturer.**

## **ADDITIONAL PROTECTION**

### **ALTERNATE TRANSPORTATION**

**WE** will pay the charge to rent a replacement vehicle or pay for alternate transportation up to \$45 for one (1) day per repair visit for services covered under this Contract.

Rental vehicle reimbursements will be made only for rental vehicles obtained through dealerships or licensed rental agencies. Bus, taxi transportation, and rideshare companies/transportation network companies will also be reimbursed. Original receipts must be provided.

## CLAIM PROCEDURES

To receive covered services, **YOU** should contact the service department of **YOUR SELLING DEALERSHIP** to schedule an appointment. **YOUR SELLING DEALERSHIP** will perform the covered services under this agreement. If **YOU** cannot return to **YOUR SELLING DEALERSHIP** for covered services, **WE** may not pay the full cost of covered services, including parts and labor. **YOU** will be responsible for amounts not covered by **US**.

If **YOU** cannot return to **YOUR SELLING DEALERSHIP** for covered services, **YOU** or a licensed repair facility must call **US** for prior authorization at 1-800-631-5590 in the United States or Canada, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time. **WE** may not pay the full cost of covered services, including parts and labor and **YOU** will be responsible for amounts not authorized by **US**. If **YOU** or the licensed repair facility do not contact **US** for prior authorization, **WE** are not obligated to reimburse **YOU** for the cost of any repairs.

## CUSTOMER SATISFACTION PROCEDURE

**YOUR** satisfaction and goodwill are important to **US**. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If a matter has not been resolved to **YOUR** satisfaction, the following steps should be taken:

**STEP ONE** - Discuss **YOUR** concerns with a member of the **SELLING DEALERSHIP** management staff or owner of the facility. Normally, concerns can be quickly resolved at that level.

**STEP TWO** - If after contacting such persons **YOUR** concerns remain unresolved, contact **US** at 1-800-631-5590, Monday through Friday, 8:00 a.m. to 5:00 p.m. local time.

## TRANSFER

To transfer this Contract, **YOU** may contact **US** at 1-800-631-5590 or contact **YOUR SELLING DEALERSHIP**. **YOU** will be provided with a transfer form which must be completed by **YOU** and the new owner of the **VEHICLE** and submitted to **US** along with a \$50 check or money order to cover the transfer fee. In either event, **WE** must be notified within thirty (30) days of the date the **VEHICLE** ownership is transferred or this Contract will no longer be in force. In the event of **YOUR** death, coverage will be available to **YOUR** spouse or legal representative.

## CUSTOMER CONTRACT CANCELLATION AND REFUNDS

**YOU** may cancel this Contract for any reason, at any time during the term of this Contract. To cancel this Contract, **YOU** may contact **US** at 1-800-631-5590 or return this Contract to **YOUR SELLING DEALERSHIP**.

**WE** will pay or credit **YOUR** cancellation refund within 30 days of the date that **WE** or the **SELLING DEALERSHIP** receives **YOUR** request for cancellation. The refund will be paid to the lienholder unless **YOU** provide proof that the lien has been paid.

If canceled, **COVERAGE** may not be repurchased by **YOU** or reinstated on the **VEHICLE**.

## OBLIGOR CONTRACT CANCELLATION AND REFUNDS

**WE** may cancel this Contract in the event the charge for **YOUR** Contract has not been paid, the odometer has been disconnected or altered, the New Vehicle Limited Warranty and / or Powertrain Warranty has been canceled or voided, or if there is a material misrepresentation on the Contract Registration.

Any refund owed will be paid or credited no more than thirty (30) days after the effective date of cancellation by the obligor or sooner if required by state law.

If **YOUR VEHICLE** is a total loss or repossessed, **YOUR** cancellation rights under this Contract will transfer to the Contract Lienholder, if any.

## CANCELLATION REFUNDS

Refunds are calculated as follows for all customer, obligor or lienholder requests. Cancellations made within sixty (60) days of the date this Contract was purchased, the entire purchase price will be refunded unless a claim has been made. If a **CLAIM** has been made or the cancellation is after sixty (60) days from the purchase date, the refund will be a prorated amount of the purchase price, less a \$50 administration fee. If the cancellation is made by the obligor, no administration fee will be charged. The proration will be based on the lesser of days or miles of **COVERAGE** remaining.

Do Not Use Sample